In the Claims

1. (Original) A method for processing a web call comprising:

receiving a call request message for the web call;

identifying a web call center resource in response to receiving the call request message; and

generating and transmitting a routing instruction to route the web call to the web call center resource.

2. (Original) The method of claim 1 wherein the call request message is a Get document request in Hyper Text Transfer Protocol.

3. (Original) The method of claim 1 wherein identifying the web call center resource is based upon information stored in a cookie.

4. (Original) The method of claim 1 wherein identifying the web call center resource is based upon information stored in a digital certificate.

5. (Original) The method of claim 1 wherein identifying the web call center resource is based upon caller entered information.

6. (Original) The method of claim 1 wherein identifying the web call center resource is based upon an Internet Protocol address.

7. (Original) The method of claim 1 wherein identifying the web call center resource is based upon a domain name.

8. (Original) The method of claim 1 wherein identifying the web call center resource is based upon a time of day.

9. (Original) The method of claim 1 wherein identifying the web call center resource is based upon a day.

10. (Original) The method of claim 1 wherein identifying the web call center resource is based on the least busy agent.

11. (Original) The method of claim 1 wherein identifying the web call center resource is based on the least congested route.

12. (Original) The method of claim 1 wherein identifying the web call center resource is based on the class of service.

13. (Original) The method of claim 1 wherein identifying the web call center resource is based on the quality of service.

14. (Original) A software product for processing a web call comprising:

web call server software operational when executed by a processor to direct the processor to receive a call request message for the web call, identify a web call center resource in response to receiving the call request message, and generate and transmit a routing instruction to route the web call to the web call center resource; and

a software storage medium operational to store the web call server software.

15. (Original) The software product of claim 14 wherein the call request message is a Get document request in Hyper Text Transfer Protocol.

16. (Original) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is based upon information stored in a cookie.

17. (Original) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is based upon information stored in a digital certificate.

18. (Original) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is based upon caller entered information.

19. (Original) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is based upon an Internet Protocol address.

20. (Original) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is based upon a domain name.

21. (Original) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is based upon a time of day.

22. (Original) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is based upon a day.

23. (Original) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is based upon the least busy agent.

24. (Original) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is based upon the least congested route.

25. (Original) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is based upon the class of service.

26. (Original) The software product of claim 14 wherein the web call server software operational when executed by the processor to direct the processor to identify a web call center resource is based upon the quality of service.

27. (Original) A web call server for processing a web call comprising:

a processor configured to receive a call request message for the web call, identify a web call center resource in response to receiving the call request message, and generate and transmit a routing instruction to route the web call to the web call center resource; and

an interface configured to transfer the call request message for the web call to the processor and transfer the routing instruction from the processor.

28. (Original) The web call server of claim 27 wherein the call request message is a Get document request in Hyper Text Transfer Protocol.

29. (Original) The web call server of claim 27 wherein the processor configured to identify the web call center resource is based upon information stored in a cookie.

30. (Original) The web call server of claim 27 wherein the processor configured to identify the web call center resource is based upon information stored in a digital certificate.

31. (Original) The web call server of claim 27 wherein the processor configured to identify the web call center resource is based upon caller entered information.

32. (Original) The web call server of claim 27 wherein the processor configured to identify the web call center resource is based upon an Internet Protocol address.

33. (Original) The web call server of claim 27 wherein the processor configured to identify the web call center resource is based upon a domain name.

34. (Original) The web call server of claim 27 wherein the processor configured to identify the web call center resource is based upon a time of day.

35. (Original) The web call server of claim 27 wherein the processor configured to identify the web call center resource is based upon a day.

36. (Original) The web call server of claim 27 wherein the processor configured to identify the web call center resource is based upon the least busy agent.

37. (Original) The web call server of claim 27 wherein the processor configured to identify the web call center resource is based upon the least congested route.

38. (Original) The web call server of claim 27 wherein the processor configured to identify the web call center resource is based upon the class of service.

39. (Original) The web call server of claim 27 wherein the processor configured to identify the web call center resource is based upon the quality of service.

40. (Original) A method of queuing a web call comprising:
receiving a call request message for the web call;
determining whether any web call center resource is available to handle the web call in response to receiving the call request message; and
transferring a web call indicator to a web call queue in response to the determination that all web call center resources are unavailable.

41. (Original) The method of claim 40 wherein the web call indicator comprises the call request message.

42. (Original) The method of claim 40 wherein the web call indicator comprises the web call.

43. (Original) The method of claim 40 further comprising arranging an order in the web queue by priority.

44. (Original) The method of claim 40 further comprising arranging an order in the web queue by priority.

45. (Original) The method of claim 44 wherein the priority comprises first in first out.

46. (Original) The method of claim 44 wherein the priority comprises last in first out.

47. (Original) The method of claim 44 wherein the priority comprises a priority level.

48. (Original) The method of claim 40 further comprising:

identifying a web call center resource in response to the determination that the web call center resources is available; and

generating and transmitting a routing instruction to route the web call from the web queue to the web call center resource.

49. (Original) The method of claim 40 wherein the call request message is a Get document request in Hyper Text Transfer Protocol.

50. (Original) The method of claim 40 wherein determining whether any web call center resource is available is based upon information stored in a cookie.

51. (Original) The method of claim 40 wherein determining whether any web call center resource is available is based upon information stored in a digital certificate.

52. (Original) The method of claim 40 wherein determining whether any web call center resource is available is based upon caller entered information.

53. (Original) The method of claim 40 wherein determining whether any web call center resource is available is based upon an Internet Protocol address.

54. (Original) The method of claim 40 wherein determining whether any web call center resource is available is based upon a domain name.

55. (Original) The method of claim 40 wherein determining whether any web call center resource is available is based upon a time of day.

56. (Original) The method of claim 40 wherein determining whether any web call center resource is available is based upon a day.

57. (Original) The method of claim 40 wherein determining whether any web call center resource is available is based upon the least busy agent.

58. (Original) The method of claim 40 wherein determining whether any web call center resource is available is based upon the least congested route.

59. (Original) The method of claim 40 wherein determining whether any web call center resource is available is based upon the class of service.

60. (Original) The method of claim 40 wherein determining whether any web call center resource is available is based upon the quality of service.

61. (Original) A software product for queuing a web call comprising:

web call server software operational when executed by a processor to direct the processor to receive a call request message for the web call, determine whether any web call center resource is available to handle the web call in response to receiving the call request message, and transfer a web call indicator to a web call queue in response to the determination that all web call center resources are unavailable; and

a software storage medium operational to store the web call server software.

62. (Original) The software product of claim 61 wherein the web call indicator comprises the call request message.

63. (Original) The software product of claim 61 wherein the web call indicator comprises the web call.

64. (Original) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to arrange an order in the web queue by priority.

65. (Original) The software product of claim 64 wherein the priority comprises first in first out.

66. (Original) The software product of claim 64 wherein the priority comprises last in first out.

67. (Original) The software product of claim 64 wherein the priority comprises a priority level.

68. (Original) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to identify a web call center resource in response to the determination that all web call center resources are unavailable and generate and transmit a routing instruction to route the web call from the web queue to the web call center resource.

69. (Original) The software product of claim 61 wherein the call request message is a Get document request in Hyper Text Transfer Protocol.

70. (Original) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to determine whether any web call center resource is available is based upon information stored in a cookie.

71. (Original) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to determine whether any web call center resource is available is based upon information stored in a digital certificate.

72. (Original) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to determine whether any web call center resource is available is based upon caller entered information.

73. (Original) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to determine whether any web call center resource is available is based upon an Internet Protocol address.

74. (Original) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to

determine whether any web call center resource is available is based upon a domain name.

75. (Original) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to determine whether any web call center resource is available is based upon a time of day.

76. (Original) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to determine whether any web call center resource is available is based upon a day of the week.

77. (Original) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to determine whether any web call center resource is available is based upon the least busy agent.

78. (Original) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to determine whether any web call center resource is available is based upon the least congested route.

79. (Original) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to determine whether any web call center resource is available is based upon the class of service.

80. (Original) The software product of claim 61 wherein the web call server software is operational when executed by the processor to direct the processor to determine whether any web call center resource is available is based upon the quality of service.

81. (Original) A web call server for queuing a web call comprising:

a processor configured to receive a call request message for the web call, determine whether any web call center resource is available to handle the web call in response to receiving the call request message, and transfer the web call indicator to a web call queue in response to the determination that all web call center resources are unavailable; and

an interface configured to transfer the call request message to the processor and transfer an instruction to transfer the web call to a web call queue from the processor.

82. (Original) The web call server of claim 81 wherein the web call indicator comprises the call request message.

83. (Original) The web call server of claim 81 wherein the web call indicator comprises the web call.

84. (Original) The web call server of claim 81 wherein the processor is configured to arrange an order in the web queue by priority.

85. (Original) The web call server of claim 84 wherein the priority comprises first in first out.

86. (Original) The web call server of claim 84 wherein the priority comprises last in first out.

87. (Original) The web call server of claim 84 wherein the priority comprises a priority level.

88. (Original) The web call server of claim 81 wherein the processor is configured to identify a web call center resource in response to the determination that all web call center resources are unavailable and generate and transmit a routing instruction

to route the web call from the web queue to the web call center resource and wherein the interface is configured to transfer the routing instruction from the processor.

89. (Original) The web call server of claim 81 wherein the call request message is a Get document request in Hyper Text Transfer Protocol.

90. (Original) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is based upon information stored in a cookie.

91. (Original) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is based upon information stored in a digital certificate.

92. (Original) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is based upon caller entered information.

93. (Original) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is based upon an Internet Protocol address.

94. (Original) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is based upon a domain name.

95. (Original) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is based upon a time of day.

96. (Original) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is based upon a day.

97. (Original) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is based upon the least busy agent.

98. (Original) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is based upon the least congested route.

99. (Original) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is based upon the class of service.

100. (Original) The web call server of claim 81 wherein the processor configured to determine whether any web call center resource is available is based upon the quality of service.

101. (Original) A method of providing a web service application to a web call comprising:
receiving a call request message for the web call;
identifying the web service application for the web call in response to the call request message; and
generating and transmitting an instruction to provide the web service application to the web call.

102. (Original) The method of claim 101 wherein the web service application comprises providing a message for the web call.

103. (Original) The method of claim 101 wherein the web service application comprises an interactive application.

104. (Original) The method of claim 103 wherein the interactive application comprises selecting a language preference.

105. (Original) The method of claim 103 wherein the interactive application comprises servicing a customer account.

106. (Original) The method of claim 103 wherein the interactive application comprises shopping.

107. (Original) The method of claim 103 wherein the interactive application comprises providing product or service information.

108. (Original) The method of claim 101 wherein the call request message is a Get document request in Hyper Text Transfer Protocol.

109. (Original) The method of claim 101 wherein identifying the web service application for the web call is based upon information stored in a cookie.

110. (Original) The method of claim 101 wherein identifying the web service application for the web call is based upon information stored in a digital certificate.

111. (Original) The method of claim 101 wherein identifying the web service application for the web call is based upon caller entered information.

112. (Original) The method of claim 101 wherein identifying the web service application for the web call is based upon an Internet Protocol address.

113. (Original) The method of claim 101 wherein identifying the web service application for the web call is based upon a domain name.

114. (Original) The method of claim 101 wherein identifying the web service application for the web call is based upon a time of day.

115. (Original) The method of claim 101 wherein identifying the web service application for the web call is based upon a day.

116. (Original) A software product for providing a web service application to a web call comprising:

web call server software operational when executed by a processor to direct the processor to receive a call request message for the web call, identify the web service application for the web call in response to the call request message, and generate and transmit an instruction to provide the web service application to the web call; and

a software storage medium operational to store the web call server software.

117. (Original) The software product of claim 116 wherein web service application comprises providing a message for the web call.

118. (Original) The software product of claim 116 wherein the web service application comprises an interactive application.

119. (Original) The software product of claim 118 wherein the interactive application comprises selecting a language preference.

120. (Original) The software product of claim 118 wherein the interactive application comprises servicing a customer account.

121. (Original) The software product of claim 118 wherein the interactive application comprises shopping.

122. (Original) The software product of claim 118 wherein the interactive application comprises providing product or service information.

123. (Original) The software product of claim 116 wherein the call request message is a Get document request in Hyper Text Transfer Protocol.

124. (Original) The software product of claim 116 wherein the web call server software operational when executed by the processor to direct the processor to identify the web service application for the web call is based upon information stored in a cookie.

125. (Original) The software product of claim 116 wherein the web call server software operational when executed by the processor to direct the processor to identify the web service application for the web call is based upon information stored in a digital certificate.

126. (Original) The software product of claim 116 wherein the web call server software operational when executed by the processor to direct the processor to identify the web service application for the web call is based upon caller entered information.

127. (Original) The software product of claim 116 wherein the web call server software operational when executed by the processor to direct the processor to identify the web service application for the web call is based upon an Internet Protocol address.

128. (Original) The software product of claim 116 wherein the web call server software operational when executed by the processor to direct the processor to identify the web service application for the web call is based upon a domain name.

129. (Original) The software product of claim 116 wherein the web call server software operational when executed by the processor to direct the processor to identify the web service application for the web call is based upon a time of day.

130. (Original) The software product of claim 116 wherein the web call server software operational when executed by the processor to direct the processor to identify the web service application for the web call is based upon a day.

131. (Original) A web call server for providing a web service application to a web call comprising:

a processor configured to receive a call request message for the web call, identify the web service application for the web call in response to the call request message, generate and transmit an instruction to provide the web service application to the web call; and

an interface configured to transfer the call request message for the web call to the processor and transfer the instruction to provide the web service application to the web call from the processor.

132. (Original) The web call server of claim 131 wherein web service application comprises providing a message for the web call.

133. (Original) The web call server of claim 131 wherein the web service application comprises an interactive application.

134. (Original) The web call server of claim 133 wherein the interactive application comprises selecting a language preference.

135. (Original) The web call server of claim 133 wherein the interactive application comprises servicing a customer account.

136. (Original) The web call server of claim 133 wherein the interactive application comprises shopping.

137. (Original) The web call server of claim 133 wherein the interactive application comprises providing product or service information.

138. (Original) The web call server of claim 131 wherein the call request message is a Get document request in Hyper Text Transfer Protocol.

139. (Original) The web call server of claim 131 wherein the processor configured to identify the web service application for the web call is based upon information stored in a cookie.

140. (Original) The web call server of claim 131 wherein the processor configured to identify the web service application for the web call is based upon information stored in a digital certificate.

141. (Original) The web call server of claim 131 wherein the processor configured to identify the web service application for the web call is based upon caller entered information.

142. (Original) The web call server of claim 131 wherein the processor configured to identify the web service application for the web call is based upon an Internet Protocol address.

143. (Original) The web call server of claim 131 wherein the processor configured to identify the web service application for the web call is based upon a domain name.

144. (Original) The web call server of claim 131 wherein the processor configured to identify the web service application for the web call is based upon a time of day.

145. (Original) The web call server of claim 131 wherein the processor configured to identify the web service application for the web call is based upon a day.